

## **Frequently Asked Questions about Homeowner's Insurance**

**1. I had a loss, and my roof needs repair. The company is only willing to pay for repairing part of the roof even though the contractor has said that I need to replace the entire roof.**

The company is only obligated to pay the cost of repairing the part of your roof that was damaged by a covered peril. If the entire roof needs replacing because of normal wear and tear, you will be responsible for paying the additional cost.

**2. The insured has replacement coverage for contents under a homeowner's policy. Some of his property has been stolen. Can the company settle for an amount less than replacement?**

The company will usually pay the actual cash value for the loss or damage until the property is replaced. Once the insured replaces the damaged property and provides receipts to the company, the company should reimburse the difference.

**3. I have had homeowner's insurance with the same company for years. I had three claims last year, and now the company will not renew my policy. Can they do this?**

Yes. Each company has their own underwriting guidelines which indicate what risks they will assume. Section 627.4133, Florida Statute, permits an insurer to nonrenew a homeowner's policy as long as they give the insured 90 days advance written notice and the reason for the nonrenewal.

**4. My company cancelled my homeowner's insurance. I am having a hard time finding another company to insure me. Where can I get assistance?**

You may want to call (or have your agent call) the Florida Market Assistance Plan. Their telephone number is 1-800-524-9023.

**5. What protection does the personal liability coverage in my homeowner's insurance policy provide?**

This coverage protects you and all family members living with you against claims or lawsuits resulting from bodily injury or property damage to others for which you are legally liable, with the exception of intentional acts.

**6. Does my homeowners insurance policy cover flood damage?**

Generally homeowners insurance policies do not offer protection against flood losses. You should check your policy under Section I Exclusions. It would probably be listed under "water damage". Flood insurance is available through the federal government's National Flood Insurance Program. It may be purchased through any licensed property/casualty insurance agent or through many private insurance companies that are now writing flood insurance under arrangements with the Federal Insurance Administrator.